

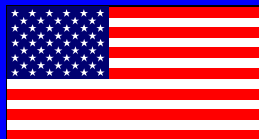


# **MILITARY TRAFFIC MANAGEMENT COMMAND**

## **PERSONAL PROPERTY**

**MS. JOLIE LAY, CHIEF  
PERSONAL PROPERTY DIVISION**

**ARMY TACK-ON 2002  
DALLAS, TEXAS**





# DISCUSSION TOPICS

---



- **PERSONAL PROPERTY DIVISION  
STRUCTURE (CURRENT)**
- **PERSONAL PROPERTY DIVISION  
STRUCTURE (FUTURE)**
- **REGIONAL STORAGE MANAGEMENT  
OFFICES (RSMOs)**



# **PP DIVISION – CURRENT STRUCTURE**

---



- **PERSONAL PROPERTY DIVISION  
CONSISTS OF 3 TEAMS:**
  - **CARRIER QUALIFICATIONS AND  
PERFORMANCE**
  - **DOMESTIC & INTERNATIONAL RATES**
  - **STORAGE & POV**



# PP DIVISION - FUTURE STRUCTURE

---



- **PERSONAL PROPERTY DIVISION WILL  
CONSIST OF 4 TEAMS:**
  - **CARRIER QUALIFICATIONS AND  
PERFORMANCE**
  - **DOMESTIC & INTERNATIONAL RATES**
  - **STORAGE & POV**
  - **OPERATIONS**



# REGIONAL STORAGE MANAGEMENT OFFICES

---



- **CENTRAL**
  - AK, AR, CO, KS, LA, MO, MT, ND, NE, OK, SD, TX, WY
- **NORTHEAST**
  - CT, DE, IL, IN, IO, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VT, VA, WV, WI
- **SOUTHEAST**
  - AL, FL, GA, KY, MS, NC, SC, TN
- **WESTERN**
  - AZ, CA, HI, ID, NM, NV, OR, UT, WA



# REGIONAL STORAGE MANAGEMENT OFFICES

---



- **MANAGE NTS PROGRAM**
  - **OBTAIN COST-EFFECTIVE COST/RATES FOR NTS CONTRACTOR SERVICES**
- **WAREHOUSE INSPECTIONS**
  - **INITIAL SIT**
  - **NTS**
- **CLAIMS RESOLUTION**
- **INVESTIGATE UNUSUAL OCCURRENCES (FIRES, FLOODS, ETC.)**
- **VPC ADMINISTRATIVE OVERSIGHT**



# **MILITARY TRAFFIC MANAGEMENT COMMAND**

## **PERSONAL PROPERTY**

**MR. ALEX MORENO  
PERSONAL PROPERTY DIVISION  
ARMY TACK-ON 2002  
DALLAS, TEXAS**



# DISCUSSION TOPICS

---



- **STAFF ASSISTANCE VISITS (SAVs)**
- **TGBL/ITGBL RATE PROCESS**
- **ONE TIME ONLY (OTO) RATES**
- **TOLL-FREE NUMBER**





# **STAFF ASSISTANCE VISITS (SAVs)**

---



- **PURPOSE**

**“ASSIST TRANSPORTATION OFFICES  
IN EXECUTING TRAFFIC MANAGEMENT  
PROGRAM INITIATIVES AND EVALUATE  
PROGRAM EFFECTIVENESS”**

- **GOVERNING REGULATIONS**

- **DEFENSE TRANSPORTATION REGULATION**
- **MTMC REGULATION 55-6**



# STAFF ASSISTANCE VISITS (SAVs)

---



- **BACKGROUND**

- **ORIGINALLY REFERRED TO AS MAVs**
- **ORIGINALLY PERFORMED BY AREA COMMANDS**
- **CEASED TO BE PERFORMED WHEN AREA COMMANDS WERE COMBINED TO FORM DSC**



# **STAFF ASSISTANCE VISITS (SAVs)**

---



- **STATUS**
  - **SAVs RESUMED AT REQUEST OF MIL SVC HQ**
  - **FIRST SAV CONDUCTED IN NOV 01**
  - **PPSOs/PPPOs VISITED BY SAV TEAM**
    - **DOVER AFB, DE**
    - **LANGLEY AFB, VA**
    - **FORT HAMILTON, NY**
    - **LEMOORE NAS, CA**
    - **MCCONNELL AFB, KS**
    - **FORT BLISS, TX**
  - **THREE ROTATING SAV TEAMS**



# STAFF ASSISTANCE VISITS (SAVs)

---



- **PROCESS**

- **COORDINATE SAV WITH MIL SVC HQ, MACOM/MAJCOM, & PPSO**
- **CONDUCT SAV**
  - **IN-BRIEF**
  - **REVIEW OF CRITICAL AREAS**
  - **OUT-BRIEF**
- **PROVIDE COPY OF “REPORT OF STAFF VISIT” TO COORDINATION ELEMENTS**

- **GOAL**

- **CONDUCT SAV AT EACH PPSO BI-ANNUALLY, AS REQUIRED BY DTR**



# TGBL/ITGBL RATES PROCESS



## GENERAL INFORMATION

- **RATES SOLICITED SEMI-ANNUALLY**
- **RATE CYCLES EFFECTIVE**
  - **DOMESTIC: 1 MAY (DS) AND 1 NOV (DW)**
  - **INT'L: 1 APR (IS) AND 1 OCT (IW)**
- **RATES SUBMITTED**
  - **DOMESTIC: CODES 1 AND 2 (HHG)**
  - **INT'L: CODES 3, 4, 5, AND T (HHG)**  
**CODES 7, 8, AND J (UB)**



# TGBL/ITGBL RATES PROCESS

---



## LOI VERIFICATION

- **NOTIFICATION**
  - **DOMESTIC: JUN AND DEC**
  - **INT'L: MAY AND NOV**
- **PPSO RESPONSE**
  - **ACCURATE**
  - **TIMELY**
  - **NEGATIVE RESPONSES REQUIRED**

**REMINDER: DO NOT REPORT CARRIERS IN  
THE 45-DAY LOSS OF AGENT TIMEFRAME**



# TGBL/ITGBL RATES PROCESS

---



## NO CARRIER RATES

- **INTERNAL PPSO ACTIONS**
  - **CHECK PPROL**
  - **CHECK TO MAKE SURE CARRIER IS NOT IN A PENALTY STATUS**
  - **ENSURE CARRIER HAS TQAP SCORE IN TOPS SYSTEM**
- **CALL TOPS HOTLINE (1-800-331-7348)**



# TGBL/ITGBL RATES PROCESS

---



## NEW INITIATIVES

- ANNUAL RATE CYCLE
- ELIMINATION OF LETTER OF INTENT
- ELIMINATION OF ME-TOO CYCLE





# ONE-TIME-ONLY RATES



## CURRENT PROCESS

- **ALLOWS USERS WITH TOPS CAPABILITY TO PERFORM THE FOLLOWING:**
  - **SUBMIT OTO REQUESTS**
  - **EDIT REQUESTS (PRIOR TO AWARD)**
  - **VIEW SHIPMENT AWARDS**
  - **CANCEL REQUESTS**



# ONE-TIME-ONLY RATES



## NEW AUTOMATED PROCESS INITIATIVE

- WILL ALLOW NON-TOPS SITES TO PERFORM THE FOLLOWING ACTIONS ON-LINE (WEB):
  - REQUEST OTO RATES
  - EDIT REQUESTS (PRIOR TO AWARD)
  - VIEW SHIPMENT AWARDS
  - CANCEL REQUESTS
- MUST REGISTER FOR USERID & PASSWORD



# TOLL FREE NUMBER



- EFFECTIVE 1 OCT 01 (INT'L) AND 1 NOV 01 (DOMESTIC), CARRIERS MUST PROVIDE THE MEMBER A TOLL FREE NUMBER PRIOR TO PICK UP
- PPSO SHOULD INFORM MEMBER OF CARRIER'S RESPONSIBILITY TO PROVIDE NUMBER
- CARRIERS MUST ACKNOWLEDGE CUSTOMER'S CALL WITHIN 24 HOURS
- CONTACT MTMC IF CARRIERS ARE NOT PROVIDING TOLL FREE NUMBER





# TOLL FREE NUMBER



- **TRACING PROCEDURES REMAIN THE SAME**
  - 24 HOURS FOR DOMESTIC
  - 120 HOURS FOR INTERNATIONAL
- **MEMBER MAY STILL CONTACT THE PPSO IF MEMBER DOES NOT RECEIVE SATISFACTORY RESPONSE FROM CARRIER**



# DCSPPP TOLL FREE NUMBER

---



**1-866-257-7381**



# POINTS OF CONTACT



- **SAVs/ASN**
  - **MS. DEBBIE WELLS, DSN 328-2995**  
([wellsd@mtmc.army.mil](mailto:wellsd@mtmc.army.mil))
- **TGBL/ITGBL RATES**
  - **MR. HANK SPIELER, DSN 328-3281**  
([spielerh@mtmc.army.mil](mailto:spielerh@mtmc.army.mil))
- **OTO RATES**
  - **MS. SHANNON WORRELL, DSN 328-3023**  
([worrells@mtmc.army.mil](mailto:worrells@mtmc.army.mil))

